

Troubleshooting

The new window with the recorded lecture will not open.

If a new window does not open, you may have pop-up windows blocked. Adjust your blocker settings to allow websites from griffith.edu.au.

If you are uncertain how to do this, please contact Information Services on 3735 55555 (Brisbane) or 5552 5555 (Gold Coast).

After choosing streaming, the recorded lecture does not buffer or play.

If the new window displays an error after buffering or will not buffer the recording, your computer may have a problem with one or more of the following:

- You do not have Quicktime installed. This is a free software application which is available from <http://www.apple.com/quicktime/download/>
- There is a problem with the network or you are trying to access a recording at a speed faster than what your internet connection allows.
- You have a firewall enabled on your computer which isn't letting the recording through to your computer.

The recording is playing but I cannot hear it.

Consider the following:

- Make sure your headphones / speakers are plugged into the correct port on your computer.
- Increase the volume on your computer. (Refer figure 7.)
- Increase the volume in using the volume control in the recorded lecture window. (Refer figure 8.)

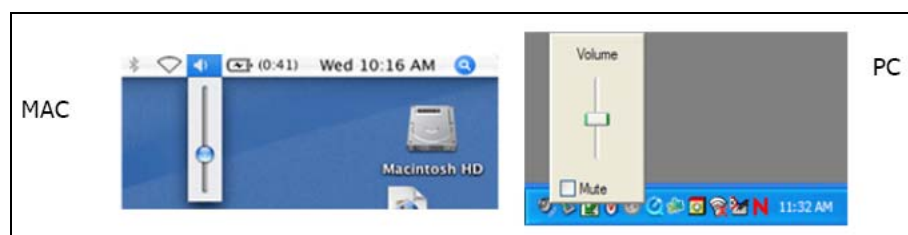


Figure 1 Volume control on Macintosh and PC computers

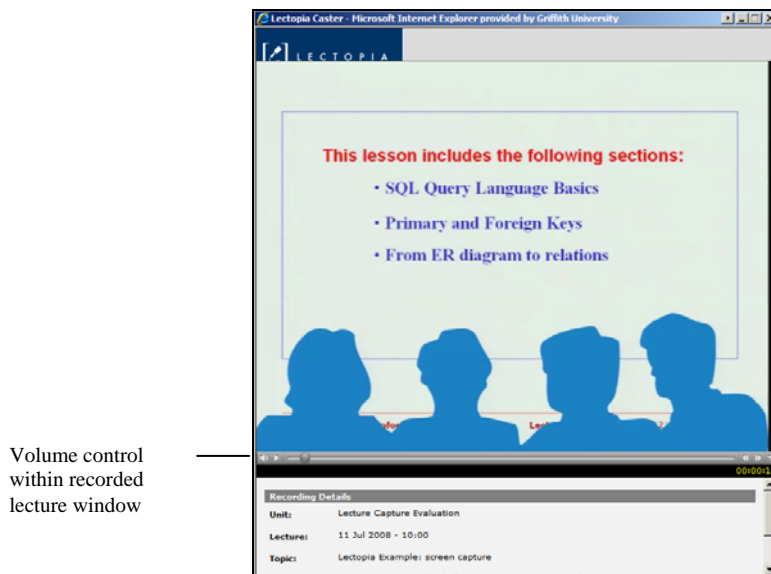


Figure 2 Volume control within the recorded lecture window

Quicktime will not play the recording.

- Make sure you have the latest Quicktime Player installed.
<http://www.apple.com/quicktime/download/>
- Ensure Quicktime Player is configured correctly.
<http://www.apple.com/quicktime/troubleshooting/>
- Set Quicktime streaming settings to Automatic.

On Windows XP:

- Access the Control Panel from the Task Bar by selecting Start > Settings > Control Panel.
- Select QuickTime from the Control Panel window.
- Select the Streaming tab.
- Select Automatic from the Streaming Speed drop-down menu.
- Select the Advanced tab - ensure that Automatic is selected in Streaming Transport Setup.
- Click OK to quit QuickTime Preferences.

On Macintosh OS X 10.3 or higher:

- Access System Preferences by clicking the Apple menu (located in the upper left corner) and selecting System Preferences.
- Select QuickTime from the Internet & Network section of System Preferences. Select Streaming from the toolbar.
- Select Automatic from the Streaming Speed drop-down menu.
- Select Advanced from the toolbar - ensure that Automatic is selected in the Transport Setup drop-down menu.
- Quit System Preferences.